Administrative Procedures Manual

Commonwealth of Virginia
Seat Management Services

COV · SMS
Department of Information Technology
Seat Management Services

UNISYS

ASD/ v001005

Seat Management Services

1. Introduction

1.1 General

Date:	September 20, 2000
Contract#:	VA-000920-USYS
Authorized Users:	Commonwealth of Virginia Agencies, Educational Institutions and Localities
Contractor:	Unisys <with appropriate SMS address>
E-mail Requests Or orders to:	<Unisys SMS e-mail address>
Fax orders to:	<Unisys SMS fax no.>
FEIN#:	38-0387840
Contractor Point of Contact:	<insert various primary Unisys contact persons info here> <name > <phone > <fax > <email >
Commonwealth of Virginia Point of Contact:	Office of Seat Management, Department of Technology Planning
Term:	3 years, with 4 optional one year renewal periods
Discount from Price List:	cumalitive quantity based (see section 6.6)
Contract Price List:	see websites http://asd.state.va.us or <Unisys SMS website URL>
Delivery:	5 calendar days form receipt of order for forecasted materials; 30 calendar days for non-forecasted materials
FOB:	Commonwealth of Virginia destination – inside agency premises
Payment:	Net 30 days, after Acceptance

Seat Management Services

Our objective in developing and delivering Seat Management Services (SMS) to COV agencies, universities, and localities is to relieve them of the business of managing Desktop/Networking technology. What <u>COV Agencies, Universities, and Localities</u> do best is deliver the products and services for their customers, students, and constituents. What <u>Unisys</u> does best is deliver and manage the information technology to support the agencies, universities, and localities of the Commonwealth. SMS is one of our strongest IT offerings.

Seat Management Services can offer agencies, universities, and localities the following benefits:
- Reduction in Total Cost of Ownership
- Single Point of Accountability for All Desktop Services
- Predictable Operating Costs
- Support Burden Eased by Standardization
- Technology Level Required by Business Model is Maintained or Exceeded
- Simplification of Procurement & Accounting
- Accurate Asset Management
- Unified Service Delivery from One Source Ensures Proper System Configuration
- Network and Server Management Support For Increased Availability
- Technology Planning that Increases Success of Project Deployments
- Technology Refresh on a Regular Interval
- Newer Technology Results in Reduced Downtime
- Enables Agency Staff to Concentrate on Agency Core Mission

The Unisys SMS Program is a "services rich" offering that coincides with the objectives of the Commonwealth of Virginia. This Program will provide both the core elements of a seat / server and optional services to agencies, universities, and localities within the Commonwealth of Virginia.

The core elements of a seat / server include:
- Installation/de-installation including transfer of any existing data files
- Service Level (SL1 or SL2) of maintenance, as specified by agency
- Appropriate patch cord from LAN wall jack to PC NIC(s)
- 6 outlet surge protector
- Escalation management on trouble calls
- Order entry and tracking system
- Software Image (OS and drivers library)
- Meet mutually agreeable order/set-up schedule on new units or add-ons
- User orientation on new units or add-ons
- Multiple user/client configuration selections for load at factory
- All support Services for software listed in standards
- Patches to existing software
- Asset Management Program and reporting
- Removal/Disposal (either Contractor or COV owned assets)
- Supplier Presentations
- Staging of Inventory prior to order or delivery
- Monthly Billing

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- Catalog / Menu of Services, Web published, with periodic price updates

Unique to the Unisys SMS program are the optional services available to each agency. These services permit agency customization of their IT architecture through the Unisys SMS program.

Optional services include:
- Help Desk
- Network Management and Support
- Server Management
- Windows 2000 Consulting
- Training
- Legacy Maintenance
- Asset Management
- Total Cost of Ownership Analysis
- Other Desktop PC-related Services, as needed

1.2   How to Use This Administrative Procedures Manual

The purpose of the Administrative Procedures Manual (APM) is to establish the proper procedures for each of the core elements of a seat for the Commonwealth of Virginia (COV) Seat Management Services Program. It is understood that every COV Agency / Entity is unique. As such, the concept of this manual will be to identify the procedures, detail the processes as well as the steps involved, and roles and responsibilities of the core elements of a seat / server in a manner applicable to all COV Entities. Within this manual are procedures for two Optional Services, Training and Total Cost of Ownership. These services are included due to the high volume of requests for information regarding these services.

The Administrative Procedures Manual addresses new (Program) assets and SMS services ordered under the COV SMS Program Master Agreement for any Commonwealth of Virginia Agency, Institution of Higher Education or County / Municipality.

The Principle Period of Maintenance (PPM) for a COV Agency / Entity consist of a nine (9) hour period Monday through Friday, excluding COV holidays (PPM timeframes or windows may vary by agency).

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<u>Seat Management Services</u>

After Hours On Call Support: Is defined herein as the availability to provide Support Services outside the Principal Period of Maintenance to a site, after receiving prior authorization from the COV Agency. Unisys shall provide "After Hours On Call Support" to the extent that it has been requested to do so by each of the Commonwealth of Virginia sites. When responding outside the PPM, the system restore time will be extended by at least the amount of travel time involved to reach the COV location. After hours service will be on a T&M basis whenever the Unisys SMS engineer is dispatched to a COV site.

Agency: Any agency, institution of higher education, locality or political subdivision (counties, cities, towns, boroughs), local school divisions or other public body of the Commonwealth authorized to place orders against this Master Contract.

Assets: Computer hardware. Assets are divided into the following Asset Categories:
- Desktop computers (PC), Wintel desktop and laptops or related equipment
- Workstations (i.e., UNIX, VMS, High-end NT)
- Peripheral equipment (such as Storage Devices, Back-Up Devices, CD ROMS, and the like)
- Servers (High-end Wintel or)
- Operating System Software

Asset Labeling: Item unique property identification number labels with both bar-coding and alphanumeric characters. The labels should be affixed (via sufficient methods as to remain attached throughout the term without permanently damaging the device) to each major stand-alone device (CPU, monitor, printers and other external peripherals of a pre-determined value as mutually agreed upon).

Campus: Defined at the Commonwealth of Virginia site and physical area not to exceed a 50-mile radius of primary site. Primary site will consist of 250+ users.

Deskside support: Is defined as remedial maintenance support related to standard operating systems and applications software issues.

Desktop support: Is defined as remedial maintenance support to correct hardware issues.

Desktop Asset: Assets to include Terminals, Desktop PC's, Servers, Desktop/Laptop devices, Laptops and associated Software, including attached peripheral devices.

Legacy Asset: "Legacy Asset(s)" are Assets that are owned by either the Commonwealth of Virginia, or, in the case of Government Furnished Equipment, the U.S. Government.

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Level of Effort: Labor contract for services to the Commonwealth of Virginia.

Network Printer: Printer with a network connection managed by multi‑user network protocol.

Non-COV Assets: Assets brought on site by non‑COV employees (including GFE).

Peripherals: Additional equipment connected to Desktop or UNIX devices such as printers, scanners, drive back-up units, etc.

Principal Period of Maintenance (PPM): Maintenance Service is required nine (9) hours a day, five (5) days a week.

Program Asset: Are any Assets that are provided to the Commonwealth of Virginia for the Commonwealth of Virginia's exclusive use for a fixed term under this Agreement. *Unisys owns Program Assets.*

Restore to Service: The time it takes to fix the problem after first being informed by the end user / the Commonwealth of Virginia that a problem exists.

Remedial Maintenance: Action to restore to service any failed desktop computer system, Server, Peripheral in accordance with the requirements of this Agreement.

Remote site: Defined as a Commonwealth of Virginia site outside of a 50‑mile radius of a primary site. Remote sites will consist of less than 250 users.

Response Time: The time it takes to diligently attempt to contact the end user by phone within the prescribed SLA after being notified by the Commonwealth of Virginia that a problem exists.

Seat: An SMS Asset; Desktop, Workstation or Server Asset (DG, DW, PG, PW, S)(including attached peripherals). For example: , optional external CD-ROM or back‑up device, or optional Server Asset.
Site Standard Image: The standard COV owned or licensed application software configuration for all personal computers at the Commonwealth of Virginia agency or site as determined by that COV Agency.

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1.3   The Unisys SMS Team

Title	Name	Phone	Email Address
Unisys Program Director	Dave Romancik	321-757-6574	David.romancik@unisys.com
Project Coordinator	Heather Ratz	804-967-7325	Heather.ratz@unisys.com
Unisys Project Manager	Dexter Berry	703-556-5286	Dexter.berry@unisys.com
Halifax Project Manager	Rick Morris	804-278-9200 x5283	Rmorris@hxcorp.com
RIS Project Manager	Leah Hoffman	703-205-0930 x105	Lhoffman@risi.com
Vice President & General Manager	Sue Watts	770-368-6643	Sue.watts@unisys.com
Senior Account Executive	Jim Hughes	804-967-7319	Jim.hughes@unisys.com
Senior Account Executive	John Haynes	802-278-5039	Jhaynes@hxcorp.com
Senior Account Executive	Bob Hardesty	703-205-0930 x115	Bhardesty@risi.com
Client Relationship Executive	Bill Casey	804-967-7309	William.casey@unisys.com
Halifax Configuration Engineer	Ken Ogden	804-278-9200 x5273	Kwogden@hxcorp.com
Asset Manager	TBA		
Project Controller	TBA		
Dispatch/Service Delivery Coordinator	Dean Daino	804-967-7326	Dean.daino@unisys.com

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1.4   The Unisys SMS Team Organization

1.4   The Unisys SMS Team Organization

Commonwealth of Virginia SMS Program Management Office

Initial Staffing Profile for the COV PMO

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┌──────────────────┐          ┌──────────────────┐     ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
│  COV Agency      │----------│ Unisys SMS Team  │       Project Coordinator
│ Project Manager  │          │ Program Director │          (1)
└──────────────────┘          └──────────────────┘     Action Center / Service
                                                        Delivery Coordinator
                                                             (1)
                                                        Project Controller
                                                             (1)
                                                        └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
                                                          COV PMO Support
                                                               Team
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- Unisys SMS Account Executive (4)
- Unisys SMS Asset Manager
  - Halifax PM
  - RIS PM
  - Unisys SMS Project Manager
- Central Region Field Support Org.
  - Technicians
- Northern Region Field Support Organizations
  - Technicians
- Southern Region Field Support Org.
  - Technicians

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2. Agency Procedures for Order Processing

2.1   Request for Quotation Processing

The Unisys SMS Team will work with each Agency to determine the computing needs and requirements of the agency. To schedule an initial appointment, the agency can contact the Unisys Program Management Office <u>or</u> the agency can go to the Unisys SMS website for the list of contact names. The procedure to start the Request for Quotation (RFQ) process is outlined below:

- Agency contacts Unisys PMO or
- Visit Unisys SMS website (www.unisys-sms-cov.com) for contacts and phone numbers
- Primary contacts between Unisys and Agency are identified
- SMS Team representatives visit agency to identify requirements
- Agency develops RFQ and submits to Unisys PMO to the attention of the Program Director, Mr. David Romancik.
- Agency's RFQ will be processed and an appointment will be scheduled with the Agency to discuss quotation
- If requirements change, Unisys primary contact should be notified to facilitate and re-submit quotation to Agency
- Once agreement is reached, submit order document to Unisys PMO

Subsequent to the placement of an initial order, the Unisys SMS Team has provided for the implementation of an Internet web-enabled system that will allow COV to select, configure, price and order products selecting from any of the basic configurations, plus add-on options.

Bundled configurations will be assigned a single part number, simplifying the order configuration process. All pricing in the catalog will be structured in accordance with the requirements in the RFP. As the contract pricing is modified or items are added, the catalog will be updated. Security features of the catalog will restrict end-users from placing orders for product that is not on the approved list.

Once the user has determined the specific products to be ordered, he will be able to formulate a requisition that can be electronically submitted as an order. An approval process limits the electronic transmittal to only authorized personnel. Immediately upon placing the order via the Web system, an ETA for delivery and confirmation e-mail is sent to the requesting party and key Unisys SMS Team members that are responsible for the installation.

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3. Transition to Seat Management Services

3.1   Transition Schedules and Milestones

COV Agency Registration Outline	**29days**
- Kick-off Meeting	1day
Review Image Requirements	1day
Develop Ninety-Day Forecast	1day
Authorization for Ordering New Product(s)	1day
Ordering New Product Process	1day
Delivery and Receipt of Product(s)	1day
Asset Inventory Tracking	1day
Installation, Test, Review & Acceptance	1day
- Review Image Requirements	26days
Department Heads & IT Review & Establish Image Requirement	10days
Agency/University Image Development Cycle with Product(s)	10days
SMS Team Receives New Image for Cloning/Ghosting	4days
Test Product Shipped to Agency/University for Verification	2days
- New Image(s) Ready for Product & Ordering	3days
Agency/Universities Assign Individual(s) by Name for ordering	3days
- Authorization for Ordering New Product(s)	11days
Agency/University Assigned Individuals for Ordering	1day
Internal Ordering Agent Receives Orders From Departments	5days
- SMS Team Receives Order	5days
SMS Team Configures & Ships Product(s) to Meet 5 SLA	4days
Installation Engineers Arrives on or before 5 SLA	1day
Engineer Installs, Test and Verification	1day
Installation Engineers & Client Complete Certification Form	1day
- Asset Tracking & Management	2days
Asset Tracking Completed & Updates Made at End of Installation	2days

3.2   Planning

Planning will address an Agency's transition from its current state IT environment to its desired future state for either legacy based systems or program assets. A joint Unisys / Agency kick-off meeting will be scheduled at the close of the marketing / sales presentation or by an agency request to the Unisys PMO via the COV Web interface. During this meeting, an agency executive level presentation will step through the Administrative Procedures Manual and identify agency unique information necessary for that Agency's program initiation.

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Examples of information include but are not limited to: the agency future state vision, manner and type of business, the model, make and quantity of legacy based equipment, location, number of facilities, number of seats or personnel per facility, user names / logins, existing warranties, etc.

Regardless, whether an agency utilizes the core elements of a seat / server or the core elements of a seat / server and select optional SMS services, all systems / assets will require support maintenance, asset management and or upgrades under the umbrella of a planned technology refresh program. Those core procedures as well as the procedures associated with new SMS program assets are outlined throughout this manual.

3.2.1: Forecasting

The purpose of a forecast is to provide the Unisys SMS Team, its distributors, Dell and HP a 90-day projection of new seats the COV Agency plans to order and install. This gives all parties an idea of the upcoming level of activity in the following month(s). It also provides Dell and Hewlett Packard an estimated count of the number of standard configurations the OEM must build. Further, forecasting allows Unisys and the COV Agency the ability to properly plan the resources required for the implementation of the new units throughout that Agency.

In order for the Unisys SMS Team to meet the designated Service Level Agreement (SLA) for delivery of new seats within 5 business days of placing an order, each COV Agency is required to provide on a monthly basis an updated "rolling" 90-day forecast. The COV Agency is required to present the forecast to the Unisys SMS Team no later than the 20th of each month proceeding the next 90-day period**.**

Agency forecast accuracy Rate	
90-day forecast period	**Accuracy**
1st 30-day	90%
2nd 30-day	80%
3rd 30-day	70%

Note: *If an Agency requested order exceeds the amount stated in the forecast, the order becomes "non-forecasted" and the five-business day SLA is then waived.*

Forecasting requires each COV Agency to plan and anticipate their needs over a 3-month period of time. Through the planning process, the COV Agency can strategically plan for the installation of the new units on an annual basis.

The COV Agency should consolidate their respective sites into one document as a complete forecast. The Information Technology Managers (ITMs) are required to provide their input to their Program Director by the 18th of the month. The Agency Program Director then verifies the document contents and forwards it to the Unisys SMS

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Project Manager no later than the 20th of the month. The Unisys SMS Project Manager then distributes copies of this document to Sales, Procurement, Configuration, Dell and HP.

Should an Agency fail to forecast any replacement units for a particular month, the Agency continues to have the ability to replace and / or order new units under the contract. However, in this situation, the SLA "Order-to-Install" is waived.

The Unisys SMS Team will make every effort to fill those unanticipated needs under our standard SLA. However, if total orders exceed the planned forecast, then the excess orders will be delivered on a best effort basis without penalty against the SLA.

The Excel workbook has a sample spreadsheet of the bundled units being forecasted by each site and or department. This document serves as the planning tool for Unisys SMS Team, and the Original Equipment Manufacturer (OEM).

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COV SMS Forecast Process

| COV Produces Quarterly Forecast 90 Days Out (Oct - Dec Due Sep 1) | → | OEM Commits to COV Quantities for Allocation of Production (Written Confirmation from COV Agency) | → | Unisys SMS Team Places Weekly Positional Orders Based on COV 90 Day Forecast | → | COV Submits Weekly Forecast 30 days Prior to Actual Delivery of Weekly Positional Orders | → | OEM Confirms/Commits Build Schedule 4 Weeks Out Based on COV Forecast |

| Modifies/Validates Weekly Positional Orders 30 Days in Advance Based on OEM Confirmation | → | Halifax Commits to Configuration/Build | → | COV Places Orders As Needed | → | Halifax Balances COV Orders Placed to Positional Orders on Weekly Basis | → | Modifies Positional Orders 14 Days Out from Release Dates |

| COV performs Pre-Site Inspection | → | COV order configured as per Order | → | Order Shipped To Off-Site Staging Area | → | Installation at End User Location | → | End User Signs Acceptance Document |

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3.2.2: Imaging a Disk

The purpose of a proof of concept process is to ensure the product quality and desired system availability upon installation. All Agencies must provide a Proof of Concept Image, sometimes referred to as a burn-in image. It is recommended this image be designed and developed with input from department heads and end users. As such, our process requires a sign-off on an image before transferring the test image to the Unisys SMS Team.

After burning an image onto a CD or other media, we recommend that each Agency do a re-image to verify the image. After the Unisys SMS Team receives the image, we will image one machine and ship that unit back to the Agency for installation in their environment. This newly imaged system is utilized to test, verify and accept the image by the Agency IT organization in the Agency's production environment. During the testing and acceptance phase the Unisys SMS Team will develop an installation guide that is customized to each COV Agency requirement. The Proof of Concept process ensures four checkpoints:

1. All appropriate persons at the COV Agency have approved the image.
2. The COV Agency has re-imaged and performed internal testing.
3. The Unisys SMS Team images a production unit; ships that unit to the COV Agency for testing and evaluation in the user's environment.
4. The Unisys SMS Team has developed an installation guide customized for that Agency's specific image.

3.2.2.1: Image Management

1. Name the image using the following naming convention:
- Identify the first two initials (ex. CO = Central Office)
- Include other information about the image or the model (ex. CADD2)
- Add the operating system (NT or 95)
- An example of a named image is: CO55095

2. Save images on one of two file servers in shared directories named after the COV Agency.

3. Once an image is no longer in production, back it up on a tape drive and delete it from the server.

3.3   Assumption of Warranties

In situations where COV Agencies require warranty service as part of an over-all maintenance service plan for existing legacy assets, Unisys is able to provide warranty service for such mainstream desktop manufacturers as Compaq, Hewlett Packard, Dell, Gateway, Toshiba and IBM. On a client sponsorship basis Unisys is able to provide warranty service for most desktop OEMs.

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Unisys has the ability to manage warranty programs and provide service in accordance with warranty terms and conditions of each product. OEMs not offering an authorized warranty program, usually allow a "return to manufacturer" warranty. Unisys in this scenario processes the return directly to the manufacturer. If a COV Agency requests a better level of service than the manufacturer's standard warranty coverage, Unisys upgrades to the level of service requested at a market competitive rate. When warranty claims are required, COV Agencies must provide proof of purchase information, either during an initial asset inventory or at the time of service.

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4. Agency Inspection and Acceptance Procedures

4.1   Site Availability and Delivery

Any order placed via the COV Web interface for forecasted and positioned equipment for an Agency will generate an immediate e-mail notification to that Agency scheduling delivery within the five (5) business day SLA requirement.

> 1. Orders placed prior to 11:00 am will be calculated for a SLA date of five (5) business days beginning with the date the order was placed.
> 2. Orders placed after 11:00 am will have a SLA date of five (5) business days beginning with the next business day.

After verifying the availability of Agency personnel to receive the new unit, a Unisys SMS Team Technician will be dispatched to the location. If the Agency customer / authorized representative is not available at the designated delivery time to accept the new unit or the site is not prepared, a new delivery date will be established and the five (5) business day delivery SLA extended for that additional period for that delivery.

4.2   Acceptance Testing Responsibilities

After installation, a hardware test period of 48-business hours / 6-business days will begin. The hardware test is for operational functionality within the Agency's environment. At the conclusion of this initial 48-business hour test period, the end user will receive a Certificate of Operational Use and Completion (C of C) via e-mail or other means from the Unisys PMO requesting completion within four (4) business days. The COV end user is encouraged to forward the completed C of C form to the Unisys PMO. Acceptance of the hardware test period will be assumed if the Unisys PMO is not notified within the four (4) business-day time period.

4.3   Inspection and Acceptance

4.3.1: Installation

Initial installation services include an end user orientation as well as a transfer of data from a replaced Intel-based system to a new computer. End user data should be transferred via one of two methods: 1.) XCOPY through end user's designated fileserver if system is networked or 2.) A file transfer product if the system is not networked (Client must provide capability for data transfer, such as a zip drive with sufficient disk or a backup tape unit and related software to perform the backup). Client data to be transferred must reside under a single directory: i.e. "My Documents," a "Data Directory" or "Folder."

Installation services to be performed by the Unisys SMS technician are:
- Verify the availability of customer-provided physical site and power.

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- Verify receipt and condition of all boxes and components (according to shipping list) of new system or old system if being disposed.
- Unpack systems and components.
- Verify product serial numbers match the shipping list. If a non-match, contact the designated customer support personnel.
- Escalate to Unisys SMS Project Manager for replacement of any item damaged in shipment.
- Disconnect components of old system, cable from network jack and power source.
- Put disconnected system to the side.
- Set-up and connect all peripherals (keyboard, monitor, mouse, etc.) including network cable (if applicable) to desktop.
- System should be powered on with an image loaded and tested.
- If applicable, enter customer-supplied TCP/IP address and verify that system comes up to the network log-on screen.
- If any error occurs, contact the designated customer support personnel for further troubleshooting.
- If a hardware problem is found, the technician will request a replacement unit or correct the unit installed.

During installation, the end user will receive a maximum thirty (30) minute Customer orientation of the hardware identifying the location of all the major systems. Included in this orientation are the following:

<u>Location of Major System Components</u>
- On / Off switch
- Reset button
- Bezel LEDs
- Floppy/hard drive
- Identification / operation Monitor controls
- Basic keyboard layout Mouse controls

<u>Basic S/W Operation – Windows</u>
- Opening Windows
- Starting application from Menu
- Moving Icons to new Menu
- Adding applications to Windows
- File Manager basic operations
- Selecting a printer and printer driver
- Selecting video resolution

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4.3.2: Acceptance Test Start/Date
Upon completion of installation of each Seat, the Services will be utilized by the COV Agency for a period of 48- business hours. During this period, the Services will meet the applicable requirements set forth in Appendix 1, and maintain an availability rate of 95%, or 45.6 hours. Upon completion of the 48-hour period, COV Agency shall sign the applicable Acceptance Certification, or advise Unisys in writing as to how the Services do not meet the Appendix 1 requirements or the 95% availability rate.

4.3.3: Acceptance Documentation
Upon completion of the installation, testing, and orientation training, the Unisys SMS technician will have the customer or designated site representative sign the Unisys Installation Completion Certificate (ICC). Once executed, this document acknowledges delivery, completion of installation and orientation services, as well as the start of the Acceptance test period.

As a multipurpose form, the ICC is utilized to update the Unisys Asset Management System and initiate the billing data tracking processes. One copy of the signed Unisys ICC will be provided after installation to the Agency Project Coordinator and one copy will be maintained on file at the Unisys PMO.

The Unisys SMS technician will move the PC to a location within the facility where the new unit was installed.

Note: *Initial Installation does not include the hardware installation of any product external to the desktop/notebook, network cabling (except pigtail from system to network jack) or any environmental or power related activities.*

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Unisys SMS Team - INSTALLATION COMPLETION CERTIFICATE

End User:		Service WO#
Phone #		SLA/Target Date:
Location No.:		Sales Order #
Location Name		VDOT PO#

Hardware(✓)	Asset Description (include Mfg Name)	Mfg Part #		ASSET #

Configuration

Settings	TCP/IP

Computer Name_____ IP:_____SubNet_____

Workgroup _____ Wins_____   _____

Computer Description _____ Gateway: _____   _____

Mac Address _____

Domain _____ DNS Domain_____1 _____

Protocols:_____ IPX/SPX_____ TCP/IP   Other _____ Host:_____2 _____

Services: _____ File and Print Service _____HP Jet Admin   Other _____ 3_____

Checklist

_____ All Equipment received as listed above. Date Received_____

_____ Open, run, close applications

_____ Network\Internet\Data Access connection established

_____ Attach other peripherals (identify external peripherals)_____.

_____ If modem is installed, test dial out

_____ Printer Setup: Local_____ Network_____   Path:_____

_____ Test print job

Terminal emulation software installed and tested

NetCensus Agent installed (POC's and Special cases only)

_____ Removal of existing equipment: Time spent: _____.   Old VDOT Tag:

Orientation: Quick Help / Important Information instruction.   Old system SN:

installation of DITM/DISC approved software completed: Y:____N:____.   Is it **Billable?**   YES:____ NO: ____. **Initial**

Customer Acceptance of Equipment

Authorized IT Signature:	**Print User Name:**
Acceptance	**User Signature:**
Date: / /	**FSE Name:**

Comments: _____

_____

_____

_____

Date	Start Time	Stop Time	Hours/Min	Travel Miles	Service Code	FSE #

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4.4   **Acceptance of Documentation and Deliverables**

`Unisys` **SMS Team**

Global Network Services Field Operations - US & Canada FO0907FM

CERTIFICATE of OPERATIONAL
USE and COMPLETION

CLIENT / LOCATION: CLIENT PHONE NUMBER:

Order or Agreement Number or description of Services: Original Installation Date:

ETN/TSE # (If applicable):

SRMS Call Reference # (If applicable):

The Undersigned acknowledges that the products and services described in the above-referenced order/agreement were delivered, installed, tested and operational from installation date to the date indicated below:

Acknowledgement Date:

Client Signature:

Name typed or printed:

Title:

Unisys Representative Signature:

Name typed or printed:

Title:

Date:

Distribution: Copy to Client:

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5.   Getting Help for Maintenance and Services

5.1   General

5.1.1   SMS / HW Upgrades / Technology Refresh (Moves/Adds/Changes)

Requests forHW, Upgrades, Technology Refresh or Moves/Adds/Changes (MAC) will be scheduled through the COV Web interface. A MAC request will be placed by the user and will be routed to the appropriate Unisys SMS technician via the Unisys SRMS system.

5.1.1.1   Moves may be required as result of reorganization or a transfer of an employee from one department to another or through a Cascade action for newly installed equipment.

5.1.1.2   An Add or Technology Refresh (/Upgrade) will be scheduled based on new equipment or software that may have been ordered for a user and requires installation. Service requests for Add / Technology Refresh, (/Upgrade) require the user to place an order through the web based tool. New software or hardware components purchased through the COV Web interface will be identified and tracked from Sales for delivery to the site. Once the component is delivered, the Action Center will schedule with the user an acceptable time for a technician to complete the installation and a technician will be dispatched to complete the action. The technician will process any required updates in the asset tracking database and the call will be closed through the SRMS System.

5.1.1.3   A Change may be requested based on changes in the services to a particular user such as, changes in the Internet Protocol (IP) address for a user.

Pre- MAC Activities

- COV representative to place Order for /Upgrade through Web Based Tool
- If Move or Change COV user places request into COV Web tool
- COV Help Desk opens call in Remedy and transferred to COV Web interface
- Unisys SRMS Receives call identifying requirement for MAC
- MAC Call reviewed for completeness and accuracy
- If call is for a purchased upgrade – check order tracking for delivery to site
- Unisys SMS technician makes initial contact with user to schedule visit
- If user requests delay of the Unisys SMS technician then trouble call is annotated and call is placed in hold status until user reschedules

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MAC Activities

Order an /Add / Technology Refresh

- Upgrade delivery notification received and tracked
- COV user contacted to schedule installation
- Unisys SMS technician assigned and purchase upgrade delivered to user desk
- Unisys SMS technician dispatched to user location
- Unisys SMS technician records time arrived on site
- Unisys SMS technician conducts Virus scan, records any virus found, and validates clean system
- New purchase upgrade installed on user system
- Application functionality conducted
- User acceptance test conducted and signature for ICC / Product Acceptance Delivery collected
- Technician records time activities are complete

Move

- Unisys SMS technician dispatched to user location
- Unisys SMS technician records time arrived on site
- Unisys SMS technician conducts Virus scan, records any virus found, and validates clean system
- If Unisys SMS technician is conducting a move then back-up of user data required
- Unisys SMS technician validates that new location ready to accept new asset
- If additional site preparation required – COV representative contacted and scheduled
- Call placed on hold until site preparation completed
- Technician schedules move of COV owned asset IAW site procedures
- If asset is leased equipment then technician moves asset to designated new location
- Unisys SMS technician reconnect asset and verifies network connectivity
- Unisys SMS technician records time activities are complete

Change

- Unisys SMS technician dispatched to user location
- Unisys SMS technician records time arrived on site
- Unisys SMS technician conducts Virus scan, records any virus found, and validates clean system
- Unisys SMS technician completes requested change
- Unisys SMS technician validates network connectivity
- Unisys SMS technician records time activities are complete

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Post Installation Activities

- Asset data information collected
- Call data collected and reported to the Action Center
- Call closed

5.1.2   Disposal of Assets

Unisys assets that are provided and managed under this agreement will be scheduled for a de-installation and removal from the operational environment upon expiration of the end of contract term or refreshment period. Scheduled assets will be replaced with a new asset per the COV list of bundle products / the Preferred Products List (PPL). Unisys SMS Team will be responsible for notifying COV in advance of the expiration of the refreshment period in order to schedule the replacement or removal of the asset. If the asset is to be replaced then the standard COV Agency procedures for ordering and scheduling the installation of a new asset will be followed. If the asset is to be removed without replacement, the COV Agency can remove the asset or request a removal action through the Unisys SMS Web interface and the request will be processed in the Unisys Service Request Management System (SRMS). In either case, removal of assets will be scheduled through the Unisys SRMS. The SRMS will generate a work order and will be scheduled with the user prior to dispatching a technician to accomplish the removal.

For those assets scheduled for removal by the Unisys SMS Team, the technician will follow the process and procedures identified for new installation if the user is receiving a new system. The replaced system will be removed from the users work environment and will be delivered to the staging area. Upon completion of the removal, the opened call will be closed in the SRMS.

The system will be moved to the staging area where it will be prepared for shipping. All data will be wiped from the hard drive and system will be packaged for shipment. SMS or Program Assets will be shipped to the Unisys facility for processing. The COV Agency legacy assets will be shipped in accordance with COV instructions and Disposal Manual. The asset tracking database will be updated to reflect the disposition of the asset to close out the system's record. **(See Appendix C.6)**

Pre-Disposition Activities

- Report run from Asset Management System to identify candidate systems that 60 days from end of lease
- COV Agency representatives contacted for planning and pre-schedule
- Replacement candidates identified and orders placed
- See New Installation procedure for activities required for installation
- Candidate systems for removal with no replacement identified

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- COV Agency representative place removal request into COV Web interface
- Receive call identifying requirement for asset removal
- Call reviewed for completeness and accuracy
- Unisys SMS technician assigned to complete asset removal
- Initial contact with user to schedule removal

Disposition Activities
- Unisys SMS technician dispatched to user desk
- Unisys SMS technician records time activity started

New SMS System Replacement
- See New Installation procedures

Removal of old SMS System with no Replacement
- Old system shut down and removed from desk

Post Disposition Activities
- Asset data information collected via Asset Insight
- All user data and applications will be cleaned from the hard disk
- Returned unit prepared for shipment
- Unisys SMS technician records time activities completed
- Call data collected
- Call closed

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5.2   Procedures for Getting Help

Requests for the core elements of a seat / server, maintenance support of a SMS Program Asset or requests for optional services under the COV SMS contract will be forwarded to the Unisys SMS PMO via the COV Web interface.

1. The COV Agency helpdesk analyst may place requests for service via the Website and / or phone the Unisys Customer Reception Center (CRC) at 1-800-328-0440. Once a request for service is entered, the COV Helpdesk will receive a Service Request Management System (SRMS) number. The user or the helpdesk analyst may use the SRMS number to track the trouble call status via the COV Web interface.
2. The Unisys SMS PMO will dispatch a Technician to correct the problem within the time frame designated by the Service Level Agreement.
3. There are two Service Levels under the COV SMS Program:

Service Level I(SL1) – Provides for 1-hour response and 24-hour fix or replace service. This Service level is covered in the per seat monthly charge for all desktop and laptop units.

Service Level I response can be escalated to a Level II response if the unit in question is mission critical (mission critical is determined by the COV Agency Project Coordinator and the respective management at the time the service contract is setup). There is an additional charge for service level escalation.

Service Level II (SL2)– Provides for 30-minute response and 4-hour fix or replace service. This Service level is covered in the per seat monthly charge for all servers.

4. Upon completion of the service call, the Technician will have the customer or designated COV employee sign the Order Form. A copy will be left with the designated management and a copy will be given to the COV Agency Project Coordinator.

All logged Service calls can be monitored from inception to closure. Service support performance reports are available to COV via the Unisys Service Request Management System. These reports provide an assessment of the Services provided the Agency, as well as identify Agency user training requirements and equipment availability performance levels.

5.3   Escalation Management

The principle goals of the Unisys Seat Management Services Program are to create a distributed computing environment for uninterrupted day-to-day operations, achieve economies and efficiencies, and ensure continuous overall customer satisfaction for the

Commonwealth of Virginia enterprise user community. As such, Escalation is a formal process for gaining management acknowledgment and commitment to proceed when severe problems are discovered. This issue escalation process in conjunction with the communication plan will ensure the management of unresolved issues towards ultimate resolution and the achievement of the SMS Program Goals.

5.3.1: Implementation and Service Issues/Concerns

The Unisys SMS Team has the primary responsibility to provide service and order delivery. Should an issue or problem occur, escalation procedures, as outlined below, must be followed to ensure proper resolution. However, should an issue or problem remain unresolved, the Agency site representative should escalate the problem to the Unisys SMS Team Program Director for resolution.

If the problem still remains unresolved, the COV Program Director would contact the Vice-President of Unisys SMS Team Technical Services for further escalation and prompt resolution.

Problem/Issue	Period	By	1st	2nd
Failure to Respond and/or Deliver/Install as IAW SLA	Next Business Day after SLA Constraint	COV Agency Site Management	Unisys SMS Team Project Manager	Unisys SMS Team Program Management Office/ PD (Program Director)
Unprofessional Conduct	Immediate	COV Employees or Unisys SMS Team Employees	COV Agency Site Management or Unisys PMO Project Manager	Unisys SMS Team PD (Program Director)
Failure to Respond/Repair *any* Business Critical Asset as defined by SLA	Immediate	COV User	COV Agency Site Management	Unisys SMS PMO and SMS Project Manager
Senior Level Mgmt Service Support Issue	Immediate	COV User	COV Agency Site Manager	Unisys SMS Team PMO and Project Manager
Technical/System Issues Critical to Mission Operations	Immediate	COV Agency Site Management	Unisys SMS Team Project Manager and PMO	Unisys SMS PMO and SMS Project Manager

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6.   Invoices

6.1   Invoice Requirements

The billing from Unisys SMS Team and the COV Agency billing reconciliation will follow these procedures:

Unisys SMS Team will submit to the COV Agency an invoice monthly in arrears with the following information: type and description of the service; serial number, if any; charge for each item, the agreement number and the individual ordering document number referencing this agreement; and the Contractor's Federal Identification Number (FIN).   Additionally, Unisys SMS invoices will list the end user's name, location, Agency / Division and Organization Codes.

- The COV Agency Project Director will forward invoices to the appropriate agency financial manager for reconciliation and validation.

- Payment shall be due within thirty (30) days after (1) Acceptance date of all Assets or Services, (2) receipt of a correct invoice for such payment, and (3) when applicable, receipt of the payment instruction form referenced in the Section entitled ("Assignments"), whichever is latest.

- Each COV Agency must reconcile and validate the billing data accuracy. If there are discrepancies with the billing, then the COV Agency must work with the COV Agency Project Coordinator to resolve any discrepancies with the Unisys SMS Team Program Director. To facilitate the payment process, the COV Agency Project Coordinator is to provide a notification of discrepancies to the Unisys SMS PMO PD within ten (10) days of receipt of the invoice.

- Any discrepancies will be adjusted on the following month's invoice via credits or charges.

6.1.1: Time and Materials Hourly and per unit Rate Documentation

Time & Material Hourly Rates	Hourly Rates
Technical	
Desktop Engineer	$76.50
System/Network Engineer	$112.25
Senior Network Engineer	$130.60
Network Engineer	$86.75

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Time & Material Hourly Rates	Hourly Rates
Project Management	
Project Director	$188.75
Project Manager	$147.95
Architect Director	$204.05
Task Manager	$117.35
Systems Architect	$168.35
Integration Architect	$137.75
Administrator	$71.45
Network Management	**Per Unit per Month ***
Desktop	$ 159.25
Server	$ 1,734.70
Network Device	$ 173.50
Software Distribution Per Application/OS	$ 581.65
Technical Personnel for Network management	**Hourly Rates**
Senior Network Analyst	$ 122.45
Network Analyst	$ 107.15
Junior Network Analyst	$ 86.75
Trainer	$ 81.65
Technical Writer/Editor	$ 81.65
Test Engineer	$ 112.25
Senior Network Technician	$ 130.60
Network Technician	$ 86.75
Subject Matter Expert I	$ 147.95
Subject Matter Expert II	$ 173.50
Subject Matter Expert III	$ 219.40
Junior Applications Programmer	$ 86.75
Applications Programmer	$ 107.15
Senior Applications Programmer	$ 122.45
Web Developer	$ 117.35
Data Base Administrator	$ 122.45
Data Base Manager	$ 132.65

*Prices assume Agency supplies own network connection; also, an Agency must supply server as network management platform.

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6.2   **Discounts**

6.2.1: Order-based Discounts

Quantity	Additional Discount %
1- 3000	0
3001 - 6000	1
6001 - 15000	2
15001 - 30000	1
30001 - 60000	1
Discount will be applied to the entire COV seats from the time new quantity volume break is achieved for future Services (Intangible) billings only.	

6.2.2: Cumulative Quantity-based Discounts

Quantity	Cumulative Discount %
1- 3000	0
3001 - 6000	1
6001 - 15000	3
15001 - 30000	4
30001 - 60000	5
Discount will be applied to the entire COV seats from the time new quantity volume break is achieved for future Services (Intangible) billings only.	

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7.   Electronic Ordering

The purpose of this section is to identify and describe the sequence of events for standard, non-standard, forecasted, and non-forecasted seat orders for all COV Agencies, Institutions of Higher Learning and Localities / Municipalities.
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Unisys is capable of Configuring, imaging and supporting an unlimited number of seats. For purposes of this program, the minimum order quantity for any COV Agency or Entity is 1 seat or system as configured and identified below.

7.1   Electronic Ordering Procedure

An authorized representative from the COV Agency places a request for SMS.

The Agency authorized representative reviews the request to determine that it meets hardware configuration standards or approves the user's request for exceptions to the hardware configuration standard.

At the time of the request, the Agency authorized representative must approve any non-imaged or user specific software to be loaded. **Note:** *There will be an additional service charge for loading this software.*

The Agency authorized representative will review the request and make any recommendation to the end user for changes to the request.

The Agency authorized representative will then fax or e-mail the order to the Unisys SMS Project Management Office.

The Agency authorized representative will receive an order number after submission of the order form via fax and / or e-mail.

The Agency authorized representative and Customer can then use the order number to track the progress of the order through the process via the COV Web interface.

The SLA for delivery of forecasted orders will be 5 business days.

The SLA for a non-standard configuration or a non-forecasted seat will be on a best effort basis not to exceed 20 business days.

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7.2   Online Ordering Procedure

The procedure for ordering services, replacement units and / or new initial units online under the Seat Management contract are the same as submitting an electronic order with the exception of placing the order via the Unisys SMS Team website at www.unisys-sms-cov.com.

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8.   Termination/Residual Value

Under the Seat Management Services Program, the Commonwealth of Virginia leases Unisys Assets for day-to-day operational requirements. The COV Agency may terminate part or all of this Agreement at any time. Additionally, the Agency may purchase selected leased assets. Should the Agency elect to cancel this agreement or purchase Program Assets, the Agency's obligation to Unisys shall be a payment of a mutually agreed-upon residual value for those assets they wish to retain. A formula is provided to identify the residual equipment cost.

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9.   Proposed Pricing for Certain Items

9.1   Support of Non-supported Software

The contract contains a number of optional services including, but not limited to: staff augmentation, non-program asset support maintenance, network management installation, configuration, server management, network design, integration, tape backup and restoration, disaster recovery IT consulting services, testing, administration, network monitoring and benchmarking, TCO and other services. These services will need to be coordinated through the Unisys SMS PMO. The COV Agency representative will use the same procedures for entering the requests as noted in the section "Agency Procedures for Order Processing". Billing for these services will be included in the monthly invoice(s) submitted to the COV Agency.   The same procedures for reconciliation, validation and payment of the invoice(s) noted in the section "Invoices" will apply.

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10.   Restrictions on Use of Assets

Failures that are caused by (1) use of out-of-specification supplies not provided under this Agreement, (2) accidents, misuse, negligence or failure of COV Agency to follow instructions for proper use, care and cleaning of equipment, (3) external factors (e.g., failure or fluctuation of electrical power or air conditioning, fire, flood), or (4) failure by COV Agency to comply with Unisys environmental specifications are not covered by these Support Services and shall also not apply to the calculations for availability rates.

COV Agency will (a) maintain the operating environment in accordance with Unisys specifications, (b) provide adequate working and storage space for use by Unisys personnel near the equipment, (c) follow Unisys procedures for placing service requests and determining if remedial service is required, (d) follow Unisys instructions for maintenance evaluation, and (e) reproduce suspected errors or malfunctions.

The Commonwealth of Virginia will also maintain back-up data necessary to replace critical Commonwealth data in the event of loss or damage to such data from any cause.

Services provided under this Agreement may be subject to U.S. and other government export control regulations. The Commonwealth of Virginia will comply with all applicable export laws and regulations related to the use, disclosure, export, or re-export of these Services.

10.1   COV Agency Use of Unisys Provided Software

COV Agency's use of Unisys provided software is also governed by the following, (In addition to the limitations set forth in Sections 50, 51 and 52 of the Agreement Terms and Conditions):

1. COV Agency agrees that Unisys may periodically inspect the computer site in order to audit software supplied by Unisys installed at COV Agency's site at mutually agreed upon times.

2. If a separate license agreement accompanies non-Unisys commodity software, then the separate license agreement terms will supersede the license terms in this Agreement for that software.

3. Commonwealth will not de-compile, disassemble or modify any software provided under this Agreement.

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4. Any archive copies made by COV Agency will contain all legends and notices and will be subject to the same conditions and restrictions as the original.

5. If COV Agency desires to transfer to or allow operational use of the software by a third party; then COV Agency must request prior permission in writing from Unisys. Unisys will then advise COV Agency whether, and under what terms and conditions, Unisys will license the software as requested. All restrictions applicable to COV Agency will also apply to any permitted third party users.

6. Use of any software is contingent upon payment of all applicable charges for the use of such software.

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Appendix A – Maintenance Service Levels

Service Level I (SL1): This SLA requires a 1-hour response, 24-hour fix or replace coverage for COV SMS Program assets / systems.

Service Level II (SL2): Although this is generally reserved for servers, it can include mission critical desktop/laptops. SLA 2 requires a 30-minute response, and a 4-hour fix or replace commitment.

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Commonwealth of Virginia
Department of Information Technology
Seat Management Services
Description of Basic Seat Services

Unisys

(A) Pricing is based upon a minimum of a 3-year Contract Term. Should Term of Contract change, pricing may also be s

(B) Pricing for new equipment is based upon the configurations listed herein.

(C) Intangible Price includes staging & configuration, configuration management, initial installation with end user orientation, disposal, asset inventory, one MAC per progam asset per year, hardware maintenance (SL1 or SL2),

(D) Price is presented as monthly per seat (PC or laptop) and per server.

(E) Initial installation includes the following services (numbered 1 through 16):

1. Transfer of data from a replaced Intel-based system to new computer via one of two methods:
   - Via XCOPY through end user's designated fileserver if system is networked.
   - Via a file transfer product if the system is not networked (Client must provide capability for data transfer such as a zip drive with sufficient disk or a backup tape unit and related software to perform the backup).
2. Client data must reside under a single directory: i.e. "My Documents," a "Data Directory" or "Folder."
3. Disconnect components of old system, cable from network jack and power source. Put disconnected system to the si
4. Verify receipt and condition of all boxes and components (according to shipping list) of new system or old system if bei
5. Verify the availability of customer-provided physical site and power.
6. Unpack systems and components.
7. Verify product serial numbers match the shipping list. If a non-match, contact the designated customer support person
8. Escalate to customer for replacement of any item damaged in shipment.
9. Set-up and connect all peripherals (keyboard, monitor, mouse, etc.) including network cable (if applicable) to desktop o
10. System should be powered on and image loaded and tested.
11. If applicable, enter customer-supplied TCP/IP address and verify that system comes up to the network logon screen.
12. If any error occurs, contact the designated customer support personnel for further troubleshooting. If a hardware problem is found, customer will have to open a dispatch for service.
13. Provide a maximum thirty (30) minute Customer orientation of the hardware identifying the location of all the major sy
<u>Location of Major System Components</u>
On/Off switch
Reset button
Bezel LEDs
Floppy/hard drive identification/operation
Monitor controls
Basic keyboard layout
Mouse controls
Ports in back of system (parallel, serial, video, mouse, etc.)
Chassis screws location

<u>Basic S/W Operation - Windows</u>

Starting Windows from DOS prompt
Opening Windows
Starting application from Menu
Moving Icons to new Menu
Adding applications to Windows
File Manager basic operations
Selecting a printer and printer driver
Selecting video resolution

Basic S/W Operation - DOS
DIR Command
CHKDSK Command
DISKLIB backup system
BACKUP.EXE
FORMAT.COM
MD/CD Directory Commands

14. Box the de-installed system.
15. Move the PC and set up for transfer to another COV agency.
16. Ship to another COV agency.

Provision: Initial Installation does not include the hardware installation of any product external to the desktop/notebook, network cabling (except pigtail from system to network jack) or any environmental or power related activities.

(F) Hardware maintenance includes service levels as defined in SL1 or SL2 of Appendix C (during 5x9 coverage).

(G) Move, Add and Change service includes up to 1 per seat or per server each year.

(H) Software bug fixes only include O/S problems, driver changes and manufacturer mandatory patches.

Commonwealth of Virginia
Department of Information Technology
Seat Management Services

HP Platform Basic Seat Services

Unisys

	DG Tangible	DG Intangible	DG Total	DW Tangible	DW Intangible	DW Total	PG Tangible	PG Intangible	PG Total	PW Tangible	PW Intangible	PW Total	S Tangible	S Intangible	S Total
SL1															
1 yr. Refresh	200.47	30.61	231.08	254.33	14.40	268.73	235.13	33.34	268.47	280.85	29.92	310.77	1,280.75	56.36	1,337.11
2 yr. Refresh	100.23	56.14	156.37	127.16	52.12	179.28	117.56	62.98	180.54	140.42	65.85	206.27	640.37	202.27	842.64
3 yr. Refresh	66.82	62.51	129.33	84.78	62.16	146.94	78.38	70.37	148.75	93.62	74.90	168.52	426.92	237.28	664.20
SL2															
1 yr. Refresh	200.47	34.61	235.08	254.33	18.40	272.73	235.13	38.79	273.92	280.85	35.37	316.22	1,280.75	97.18	1,377.93
2 yr. Refresh	100.23	60.14	160.37	127.16	56.12	183.28	117.56	68.44	186.00	140.42	71.30	211.72	640.37	243.08	883.45
3 yr. Refresh	66.82	66.51	133.33	84.78	66.16	150.94	78.38	75.83	154.21	93.62	80.35	173.97	426.92	278.10	705.02

Commonwealth of Virginia
Department of Information Technology
Seat Management Services

Dell Platform Basic Seat Services

Unisys

| | DG | | | DW | | | PG | | | PW | | | S | | |
	Tangible	Intangible	Total	Tangible	Intangible	Total	Tangible	Intangible	Total	Tangible	Intangible	Total	Tangible	Intangible	Total
SL1															
1 yr. Refresh	200.47	58.20	258.67	254.33	49.15	303.48	235.13	56.01	291.14	280.85	48.33	329.18	1,280.75	56.36	1,337.11
2 yr. Refresh	100.23	72.93	173.16	127.16	73.25	200.41	117.56	76.77	194.33	140.42	77.05	217.47	640.37	202.27	842.64
3 yr. Refresh	66.82	75.41	142.23	84.78	78.40	163.18	78.38	80.97	159.35	93.62	83.51	177.13	426.92	237.28	664.20
SL2															
1 yr. Refresh	200.47	62.20	262.67	254.33	53.15	307.48	235.13	61.47	296.60	280.85	53.79	334.64	1,280.75	97.18	1,377.93
2 yr. Refresh	100.23	76.93	177.16	127.16	77.25	204.41	117.56	82.23	199.79	140.42	82.51	222.93	640.37	243.08	883.45
3 yr. Refresh	66.82	79.41	146.23	84.78	82.40	167.18	78.38	86.42	164.80	93.62	88.96	182.58	426.92	278.10	705.02

Commonwealth of Virginia
Department of Information Technology
Seat Management Services
Optional Hardware Upgrades

Unisys

	Tangible			Intangible			Total Monthly Price		
	1 Yr Refresh	2 Yr Refresh	3 Yr Refresh	1 Yr Refresh	2 Yr Refresh	3 Yr Refresh	1 Yr Refresh	2 Yr Refresh	3 Yr Refresh
DG									
20 GB Hard Drive	16.03	8.02	5.34	1.36	1.32	1.26	17.39	9.33	6.60
56K V90 Modem	6.36	3.18	2.12	0.54	0.52	0.50	6.90	3.70	2.62
64 MB Memory Upgrade	5.56	2.78	1.85	0.47	0.46	0.44	6.03	3.23	2.29
18" LCD Flat Pannel Display	205.99	103.00	68.66	25.42	24.94	24.16	231.41	127.94	92.83
19" Color Display Monitor	38.26	19.13	12.75	6.24	6.15	6.00	44.50	25.28	18.76
21" Color Display Monitor	78.58	39.29	26.19	9.65	9.46	9.17	88.23	48.76	35.36
15" LCD Flat Pannel Disp. Credit	(44.27)	(22.13)	(14.76)	(7.74)	(7.64)	(7.47)	(52.01)	(29.77)	(22.23)
DW									
30 GB Hard Drive	23.20	11.60	7.73	1.96	1.91	1.82	25.16	13.51	9.55
CD-RW	16.03	8.02	5.34	1.36	1.32	1.26	17.39	9.33	6.60
DVD-R	20.16	10.08	6.72	1.70	1.66	1.58	21.87	11.74	8.30
56K V90 Modem	6.36	3.18	2.12	0.54	0.52	0.50	6.90	3.70	2.62
128 MB Memory Upgrade	16.13	8.06	5.38	1.36	1.33	1.27	17.49	9.39	6.64
18" LCD Flat Pannel Display	205.99	103.00	68.66	25.42	24.94	24.16	231.41	127.94	92.83
19" Color Display Monitor	38.26	19.13	12.75	6.24	6.15	6.00	44.50	25.28	18.76
21" Color Display Monitor	78.58	39.29	26.19	9.65	9.46	9.17	88.23	48.76	35.36
15" LCD Flat Pannel Disp. Credit	(44.27)	(22.13)	(14.76)	(7.74)	(7.64)	(7.47)	(52.01)	(29.77)	(22.23)
PG									
10/100 Ethernet Card	8.60	4.30	2.87	0.73	0.71	0.67	9.33	5.01	3.54
8' Patch Cord	0.38	0.19	0.13	0.03	0.03	0.03	0.41	0.22	0.16
18 GB Hard Drive	16.13	8.06	5.38	1.36	1.33	1.27	17.49	9.39	6.64
56K V90 Modem	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base
64 MB Memory Upgrade	13.71	6.85	4.57	1.16	1.13	1.08	14.87	7.98	5.65
Port Replicator	24.11	12.06	8.04	2.04	1.98	1.89	26.15	14.04	9.93
Docking Station w. Ethernet	44.27	22.13	14.76	5.24	5.14	4.97	49.51	27.27	19.73
Docking Station w. Token R.	64.44	32.22	21.48	6.95	6.80	6.56	71.38	39.02	28.03
Keyboard	3.14	1.57	1.05	0.27	0.26	0.25	3.40	1.83	1.29
Mouse	1.88	0.94	0.63	0.16	0.15	0.15	2.04	1.10	0.77
PW									
10/100 Ethernet Card	8.60	4.30	2.87	0.73	0.71	0.67	9.33	5.01	3.54
8' Patch Cord	0.38	0.19	0.13	0.03	0.03	0.03	0.41	0.22	0.16
18 GB Hard Drive	36.20	18.10	12.07	3.06	2.98	2.84	39.26	21.08	14.91
CD-RW	22.40	11.20	7.47	1.89	1.84	1.76	24.30	13.04	9.22
56K V90 Modem	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base	Incl. In Base
64 MB Memory Upgrade	13.71	6.85	4.57	1.16	1.13	1.08	14.87	7.98	5.65
128 MB Memory Upgrade	21.77	10.89	7.26	1.84	1.79	1.71	23.62	12.68	8.97
Port Replicator	24.11	12.06	8.04	2.04	1.98	1.89	26.15	14.04	9.93
Docking Station w. Ethernet	44.27	22.13	14.76	5.24	5.14	4.97	49.51	27.27	19.73
Docking Station w. Token R.	64.44	32.22	21.48	6.95	6.80	6.56	71.38	39.02	28.03
Keyboard	3.14	1.57	1.05	0.27	0.26	0.25	3.40	1.83	1.29
Mouse	1.88	0.94	0.63	0.16	0.15	0.15	2.04	1.10	0.77
15" LCD Panel	44.27	22.13	14.76	7.74	7.64	7.47	52.01	29.77	22.23
S									
35GB/70GB DLT Tape Drive	624.92	312.46	208.31	64.84	63.40	61.03	689.76	375.86	269.34
10/100 Ethernet Card	9.52	4.76	3.17	0.80	0.78	0.75	10.32	5.54	3.92
56K V90 Modem	6.37	3.19	2.12	0.54	0.52	0.50	6.91	3.71	2.62
128 MB Memory Upgrade	45.40	22.70	15.13	3.84	3.73	3.56	49.24	26.44	18.70
Rack Mount Chassis with rack	223.57	111.78	74.52	18.90	18.39	17.54	242.47	130.17	92.06

The above prices are additive to the base Basic Services" prices. These prices include only the hardware monthly price. In the event that the COV agency desires that any of the above items be substituted for items included in the base Basic Services" system, the total per seat price will be adjusted accordingly. For example, the per seat price will be lowered if 19" Color Display Monitor is substituted for the more expensive Flat Panel Display included in the base Basic Services" price.

Commonwealth of Virginia
Department of Information Technology
Seat Management Services
Optional Services

Technical personnel rates reflect M-F 8AM-5PM.

I. TRAINING:

Listed below is pricing summary for various Training Programs.

Pricing has been provided on a per student rate and on a per class rate (with a maximum number of students attending each session, at both a COV facility and an off-site location). Additionally, pricing has been provided by course length, for a 1-day class up to a 5-day class.

All instructor travel expenses will be billed at actual.
Off-site locations are any training facility currently available from Unisys or its partners.

End User Instructor-Led Classroom Training

Course Duration in Days	Price per student to attend off-site	Price per off-site class (up to 12 students)	Price per on-site class at COV (up to 12 students) *	Price for each additional student over the first 12
1	$ 240	$ 1,633	$ 1,378	$ 51
2	$ 480	$ 3,265	$ 2,755	$ 102
3	$ 719	$ 4,898	$ 4,133	$ 153
4	$ 959	$ 6,531	$ 5,510	$ 204
5	$ 1,199	$ 8,163	$ 6,888	$ 255

End User Training/Classroom Delivery, Standard Desktop Training

*Depending on the COV facility to be used, hourly set-up fee of the hardware and software that would be used for lab
may be applicable: **$ 112.25**

IT Technical Instructor-Led Classroom Training

Course Duration in Days	Price per student to attend off-site	Price per off-site class (up to 12 students)	Price per on-site class at COV (up to 12 students) *	Price for each additional student over the first 12
1	$ 434	$ 2,653	$ 2,449	$ 281
2	$ 867	$ 5,306	$ 4,898	$ 561
3	$ 1,301	$ 7,959	$ 7,347	$ 842
4	$ 1,735	$ 10,612	$ 9,796	$ 1,122
5	$ 2,168	$ 13,265	$ 12,245	$ 1,403

IT Technical Training, Classroom Delivery

Note:
Cisco technical training is not included in the above pricing; if Cisco training is required by COV, Unisys will provide pricing
upon request.

*Depending on the COV facility to be used, hourly set-up fee of the hardware and software that would be used for lab
 may be applicable: **$ 127.55**

IT Technical Web-Based Training
This optional IT Technical web-based training solution is a scheduled event, with an instructor presenting the materials and students participating interactively via the web.

The price for IT Technical web-based training delivery per student per hour for a class size of 10 to 15 students:	$ 102.00

Course Development for SMS-Specific Applications
The hourly rate for developing custom COV training courses:	$ 153.00

Note: All developer travel expenses, if applicable, will be billed at actual.

II. SUPPORT:

Listed below is pricing summary for various Configurations and Coverage Periods.

Existing Hardware Support

	Price per Month per Unit			
	Post-Warranty		Warranty	
	Coverage Period 1	Coverage Period 2	Coverage Period 1	Coverage Period 2
Desktop	$ 11.43	$ 20.00	$ 10.00	$ 14.00
Laptop	$ 21.82	$ 30.55	$ 13.64	$ 19.09
Server - Low	$ 66.33	$ 86.73	$ 51.02	$ 61.22
Server - Medium	$ 86.73	$ 112.24	$ 61.22	$ 81.63
Server - High	$ 122.45	$ 163.27	$ 86.73	$ 112.24
Printer - Low	$ 8.16	$ 12.24	$ 5.10	$ 8.16
Printer - Medium	$ 12.24	$ 16.33	$ 9.18	$ 11.22
Printer - High	$ 20.41	$ 25.51	$ 14.29	$ 18.37

	Coverage Period 1	Coverage Period 2
Desktop	5X9 NBD	5X9 4HR
Laptop	5X9 NBD	5X9 4HR
Printer - Low	5X9 NBD	5X9 4HR
Printer - Medium	5X9 NBD	5X9 4HR
Printer - High	5X9 NBD	5X9 4HR
Server - Low	7X24 8HR	7X24 4HR
Server - Medium	7X24 8HR	7X24 4HR
Server - High	7X24 8HR	7X24 4HR

Definitions:

Server - Low
PC-based Pentium servers; Servers such as Dell, HP, Compaq Proliant 800, 1000, 1200, 1500, 1600, 2000, 2500, 3 IBM SVR 3XX.
Configuration as follows:
Pricing is based upon (2) Pentium processors, <=128MB RAM, <= four internal 4.3GB HDs, SCSI-2 controller, CD ROM, internal single catridge tape drive, modem, <=17" monitor, <=3 feature boards, keyboard, mouse.

Server - Medium
Servers such as Dell, HP, Compaq Proliant 4000, 4500, 5000; IBM SVR 5XX, SVR 325
Configuration as follows:
Pricing is based upon (3) Pentium processors, <=256MB RAM, <= six internal 4.3GB HDs, array controller, CD ROM, DAT drive, modem, <=17" monitor, <=3 feature boards, keyboard, mouse, redundant power supply.

Server - High
Servers such as Dell, HP, Compaq Proliant 6000, 6500, 7000; IBM SVR 7XX, SVR 7XXX
Configuration as follows:
Pricing is based upon (4) Pentium processors, <=1GB RAM, <= six internal hard drives - (4) 4.3GB and (2) 9.1GB HDs, (2) array controllers, one external HDD cage with (6) 9GB drives, CD ROM, DLT drive, modem, <=17" monitor, <=3 feature boards, keyboard, mouse, redundant

power supply

Printer - Low	Lasers<12PPM and Inkjet/Dot Matrix, Excludes Ticket & Production Printers
Printer - Medium	Lasers12-16PPM, Excludes Ticket & Production Printers
Printer - High	Lasers 17PPM-24PPM, Excludes Ticket & Production Printers

III. Level II Software Support

Call Pack	Calls per Pack	Initial Pack Price	Price per Call	Subsequent Pack
Option 1	10	$ 1,888	$ 189	$ 1,816
Option 2	50	$ 9,235	$ 185	$ 8,878
Option 3	100	$ 18,163	$ 182	$ 17,347
Option 4	200	$ 35,510	$ 178	$ 34,020

Assumption:
Duration per Call is estimated to be 1 hour.

IV. MAC

Additional MAC Price per PC is: $76.50 Per Incident

V. Time & Material Hourly Rates

Hourly Rates

Technical
Desktop Engineer $76.50
System/Network Engineer $112.25
Senior Network Engineer $130.60
Network Engineer $86.75

Project Management
Project Director $188.75
Project Manager $147.95
Architect Director $204.05
Task Manager $117.35
Systems Architect $168.35
Integration Architect $137.75
Administrator $71.45

VI. DISPOSAL

Price to move existing COV owned equipment to COV centralized location: $102.05 Per System
Assumed to be a standalone service

VII. HELP DESK

Level 1 Help Desk support for Microsoft Office Suite software applications

Pricing

Total seats	0 - 999	1000 - 4999	5000 - 9999	> 10K seats
Contract Term (Months)	36	36	36	36
Hours of Coverage	5 x 12	5 x 12	5 x 12	5 x 12
Price per seat per month	$13.80	$12.75	$12.25	$11.75
One Time Charges	See note 2 below			

1. Call mix and seat utilization will be reviewed each 90 days and Unisys reserves the right to re-price up or down
   based on the variation of greater than 10% of assumptions stated in the SOW or otherwise in force calls per seat
   terms due to a previous change in the 90 day period.

2. This service assumes remote consultancy, not to exceed 40 hours for service establishment & implementation for
   COV Agencies with seat count less than 200; Agencies with seat count > 200 will require customized consultancy
   quotation at $150.00/hour.

Service Parameters

Incidents per Seat per month	(Total not to exceed .5 incidents per seat per month)			
Average Handle Time (minutes)	15	15	15	15
Dedicated Staff : Yes or No	No	No	No	No
Number of Client Referral Points	1	1	1	1
Standard Reporting: Yes or No	Yes	Yes	Yes	Yes

Service Levels

Abandon Rate	<6%	<6%	<6%	<6%
Required Speed of Answer (sec)	<45	<45	<45	<45
First Call Fix Rate	85%	85%	85%	85%
Cycle Time	95%	95%	95%	95%

VIII. NETWORK MANAGEMENT

Per Unit per Month

Desktop	$	159.25
Server	$	1,734.70
Network Device	$	173.50
Software Distribution Per Application/OS	$	581.65

Prices assume agency supplies own network connection.
Agency also must supply server as network management platform.

T & M Hourly Rate
Technical Personnel for
Network Management

Senior Network Analyst	$	122.45
Network Analyst	$	107.15
Junior Network Analyst	$	86.75
Trainer	$	81.65
Technical Writer/Editor	$	81.65
Test Engineer	$	112.25
Senior Network Technician	$	130.60
Network Technician	$	86.75
Subject Matter Expert I	$	147.95
Subject Matter Expert II	$	173.50
Subject Matter Expert III	$	219.40
Junior Applications Programmer	$	86.75
Applications Programmer	$	107.15
Senior Applications Programmer	$	122.45
Web Developer	$	117.35
Data Base Administrator	$	122.45
Data Base Manager	$	132.65

The Unisys SMS response for labor hour pricing is valid for all types of services including, but not limited to: network management;
installation; configuration; server management; network design; integration; tape backup and restoration; disaster recovery;
IT consulting services; testing; administration; network monitoring and benchmarking; TCO; and other services that may be required
at a later date.

IX. ARCHITECTURAL SERVICE ORGANIZATION - TECHNOLOGY ROADMAP SERVICES

$185 per hour T&M rate.
Fixed Price Quotations will also be available to COV agencies based on the service(s) requested,
complexity, etc.

X. NETWORK SECURITY

	Hourly Rate
Systems Architect	$168.40
Integration Architect	$137.75

XI. ASSET MANAGEMENT

Price per Month per Unit for Existing Server or PC	$8.15
Enterprise Asset Management	Price is "as Quoted in response to RFQ" based upon T&M Rates and the suite of asset management services an age elects.

XII. Windows 2000 Consulting Services

	Hourly Rate
Integration Architect	$137.75
Consultant	$112.25

XIII. Total Cost Of Ownership Study   Price is "as Quoted in response to RFQ," based upon T&M Rates and the TCO model to be used.

DESKTOP GENERAL BUSINESS USER (DG)

SPECIFICATIONS	HP Platform Vectra VL400			DELL Platform Optiplex GX 110		
	Desktop	Minitower	Small Form Fctr	Desktop	Minitower	Small Form Fctr
CPU Speed	800MHz	800MHz	800MHz	800MHz	800MHz	
128MB RAM	Incl.	Incl.	Incl.	Incl.	Incl.	
100MHz Front Side Bus	133MHz	133MHz	133MHz	133MHz	133MHz	
13GB Hard Drive (ATA-66)	15GB	15GB	15GB	15GB	15GB	
CD-ROM	48X	48X	48X	48X	48X	
15" COLOR LCD Panel display	Incl.	Incl.	Incl.	Incl.	Incl.	
8MB Video Card	16MB	16MB	16MB	16MB	16MB	
Sound Card & Speakers	Incl.	Incl.	Incl.	Incl.	Incl.	
Desktop/Minitower (see header)	Incl.	Incl.	Incl.	Incl.	Incl.	
10/100 Ethernet or Token Ring	Incl.	Incl.	Incl.	Incl.	Incl.	
8' Patchcord	Incl.	Incl.	Incl.	Incl.	Incl.	
Windows 98	Incl.	Incl.	Incl.	Incl.	Incl.	
Mousepad	Incl.	Incl.	Incl.	Incl.	Incl.	
Surge Protector	Incl.	Incl.	Incl.	Incl.	Incl.	
All Driver Software	Incl.	Incl.	Incl.	Incl.	Incl.	

DESKTOP ENGINEERING AND SCIENTIFIC WORKSTATION USER (DW)

SPECIFICATIONS	HP Platform Vectra VL 600			DELL as of 8/11/00 Optiplex GX 110		
	Desktop	Minitower	Small Form Fctr	Desktop	Minitower	Small Form Fctr
800Mhz	Incl.	Incl.		Incl.	Incl.	
133MHZ Front Side Bus	Incl.	Incl.		Incl.	Incl.	
256MB RAM (ECC or RDRM)	Incl.	Incl.		Incl.	Incl.	
Hard Disk						
Drive ATA-	30GB	30GB		Incl.	Incl.	
DVD-ROM Drive	Incl.	Incl.		Incl.	Incl.	
15" Color LCD Panel Display	Incl.	Incl.		Incl.	Incl.	
32MB Video Card	Incl.	Incl.		Incl.	Incl.	
Sound Card/Speakers w Subwoofer	Incl.	Incl.		Incl.	Incl.	
Desktop/Minitower	Incl.	Incl.		Incl.	Incl.	
10/100 Ethernet or Token Ring	Incl.	Incl.		Incl.	Incl.	
8' Patch Cord	Incl.	Incl.		Incl.	Incl.	
Windows 2000	Incl.	Incl.		Incl.	Incl.	
Mousepad	Incl.	Incl.		Incl.	Incl.	
Surge Protector	Incl.	Incl.		Incl.	Incl.	
Driver Software	Incl.	Incl.		Incl.	Incl.	

PORTABLE GENERAL BUSINESS USER (PG)

SPECIFICATIONS	HP Platform OMNIBK 900 PIII	DELL as of 8/11/00 Latitude CSXH 500XT
500MHz	Incl.	Incl.
128MB RAM	Incl.	Incl.
8GB Hard Disk Drive	12GB	12GB
24X CD-ROM Drive	Incl.	Incl.
11" TFT SVGA LCD Display	13.3"	13.3"
4MB Video	8MB	Incl.
Microphone & Speakers	Incl.	Incl.
PCMCIA slots	Incl.	Incl.
Infra-Red Port	Incl.	Incl.
Li-ion Battery and Charger	Incl.	Incl.
Windows 98	Incl.	Incl.
56K Modem	Incl.	Incl.
Mousepad	Incl.	Incl.
Surge Protector	Incl.	Incl.
All Driver Software	Incl.	Incl.

PORTABLE ENGINEERING AND SCEINTIFIC WORKSTATION USER (PW)

SPECIFICATIONS	HP Platform OmniBook 4150 PIII 650	DELL Platform Latitutde XPCJ 650GT
650MHz	Incl.	Incl.
128MB RAM	Incl.	Incl.
100MHz Bus	Incl.	Incl.
18GB Hard Drive	Incl.	Incl.
DVD-ROM	Incl.	Incl.
14" TFT LCD Panel Display	Incl.	Incl.
8MB Video Card	Incl.	Incl.
PCMCIA Slots	Incl.	Incl.
Infra-red	Incl.	Incl.
Microphone/Speakers	Incl.	Incl.
Li-ion Battery and Charger	Incl.	Incl.
Windows 2000	Incl.	Incl.
Driver Software	Incl.	Incl.
Mousepad	Incl.	Incl.
Surge Protector	Incl.	Incl.
56K modem (option req.)	Incl.	Incl.

SERVER(S)

SPECIFICATIONS	HP Platform LC2 PIIII 733	DELL Platform PowerEdge 4400
733Mhz	Incl.	Incl.
Full Tower Chassis	Incl.	Incl.
Dual Processor Capability	Incl.	Incl.
512MB ECC RAM	Incl.	Incl.
100GB Min Ultra2 SCSI RAID5 storage	Incl.	Incl.
20X CD-ROM Drive	Incl.	40X
15" XGA Display	Incl.	Incl.
2MB Video card	Incl.	Incl.
10/100 Ethernet or Token Ring	Incl.	Incl.
8' Patch Cord	Incl.	Incl.
35GB/70GB DLT Drive	Incl.	Incl.
UPS	Incl.	Incl.
Windows 2000 Adv. Srv w/ 25 Lic.	Incl.	Incl.
Server Mgt. Software	Incl.	Incl.
All Driver Software	Incl.	Incl.

Appendix C – Services Available

C.1   Seat Management Services

C.1.1: Basic Seat Services
The core elements included in the monthly price of a seat / server include:
- Installation/de-installation including transfer of any existing data files
- Service Level (SL1 or SL2) of maintenance, as specified by agency
- Appropriate patch cord from LAN wall jack to PC NIC(s)
- 6 outlet surge protector
- Escalation management on trouble calls
- Order entry and tracking system
- Software Image (OS and drivers library)
- Meet mutually agreeable order/set-up schedule on new units or add-ons
- User orientation on new units or add-ons
- Multiple user/client configuration selections for load at factory
- All support Services for software listed in standards
- Patches to existing software
- Asset Management Program and reporting
- Removal/Disposal (either Contractor or COV owned assets)
- Supplier Presentations
- Staging of Inventory prior to order or delivery
- Monthly Billing
- Catalog / Menu of Services, Web published, with periodic price updates

C.1.2: Enhanced Services
Optional monthly costed services include:
- Help Desk
- Network Management and Support
- Server Management
- Windows 2000 Consulting
- Training
- Legacy Maintenance
- Asset Management

C.1.3: Value-added Services(provided at added cost via T&M or per unit Rates)
A Unisys TCO study COV Seat Management Services (SMS) identifies standard cost elements and compares them to what these costs would be under SMS. Information is gathered via confidential questionnaires that request details of labor, investment, and miscellaneous costs associated with the support of an IT environment.

As a result of the findings of the TCO study, and, depending on the requirements, needs, and funding of that agency, Unisys will perform the requested tasks

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(purchase, test, install, and configure network equipment, etc.). To request a TCO by the Unisys SMS Team, the COV Agency must contact the Account Representative, Bob Hardesty. The process below outlines the basic steps to complete a Unisys TCO study with a COV Agency.

This service is available at the time and material rate at Subject Matter Expert II ($173.50). The average number of hours for a 5,000-seat analysis is 50-200.
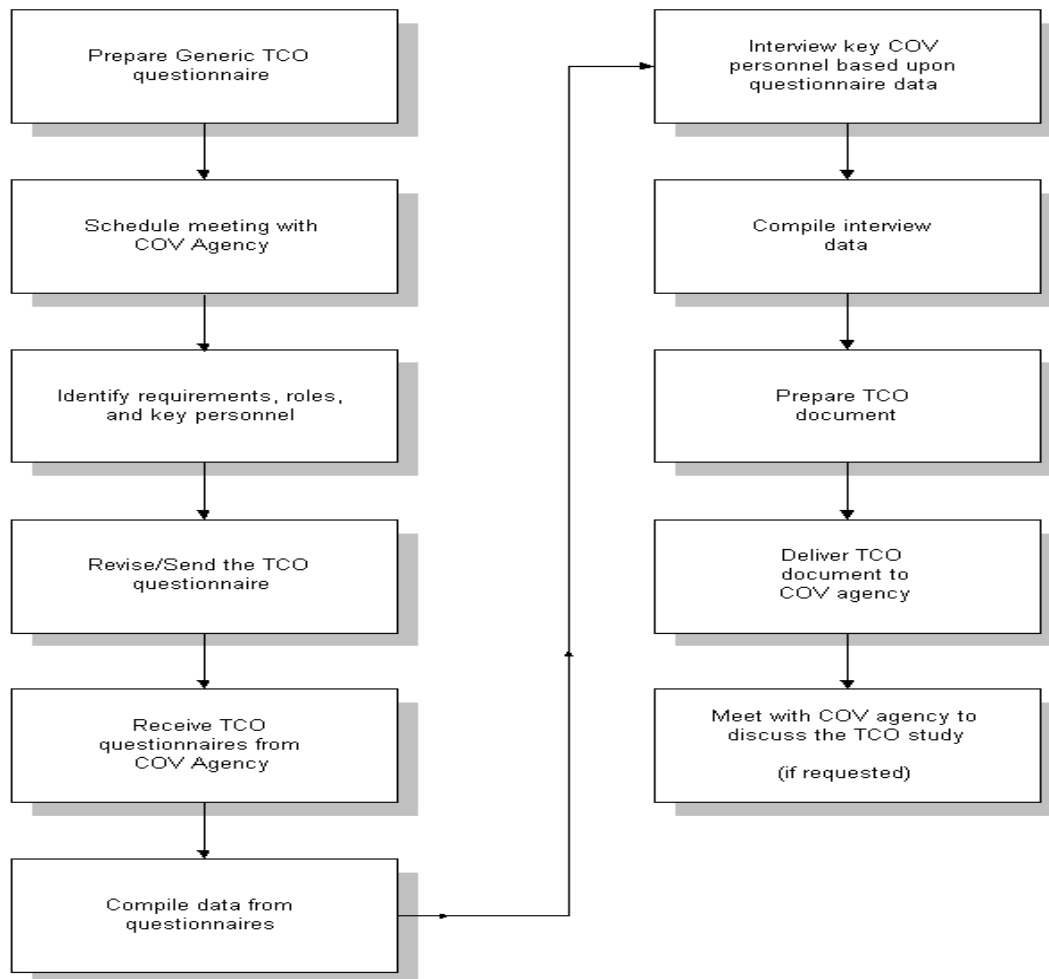
1. **Prepare generic TCO questionnaire**
    - COV Agency places an order with the Unisys team to conduct a TCO study.
    - Within 2 days of placing the order, the COV Agency identifies their contact to Unisys.
    - Within 7 days of receiving the order Unisys will prepare a generic TCO questionnaire and transmit it to the COV Agency.

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2. **Schedule a meeting with COV Agency / Identify requirement roles and key personnel**
    - Unisys will then schedule a meeting with COV Agency contact to identify requirements, roles, key personnel and identify revisions to generic TCO questionnaire (1 day to conduct meeting)

3. **Revise the TCO questionnaire / Send questionnaire**
    - Within three days of the meeting with COV agency contact, Unisys will revise and send the TCO questionnaire to the COV Agency contact.

4. **Receive TCO questionnaires from COV Agency**
    - The COV Agency contact will then be responsible for returning completed questionnaires to Unisys within two weeks.

5. **Compile data from questionnaires**
    - Unisys will compile and assess the data from questionnaires within one week.

6. **Interview key COV personnel based upon questionnaire data (if required)**
    - Unisys will arrange a meeting with key COV personnel identified in the questionnaires and interview these personnel based upon the questionnaire data within 2 days of compiling the data from questionnaires.

7. **Compile interview data**
    - Unisys will compile the interview data within three days of gathering information from the interviews.

8. **Prepare TCO document / Deliver TCO document to COV Agency**
    - Within one to four weeks of compiling interview data, Unisys will prepare and deliver the TCO document.

9. **Meet with COV Agency to discuss the TCO study (If requested)**
    - If COV contact requests a follow-up meeting with Unisys, Unisys will arrange meeting, to review TCO document, within one week of their request.

C.1.4: Integrated Solution Services (provided at added cost via T&M or per unit Rates)

C.1.4.1 Network Management
Network Management and Monitoring will be separately orderable by any COV Agency subscribing to SMS and will be based in the Unisys Team Integration Services Network Management Command Center (NMCC) in Tysons Corner, Virginia. To ensure interoperability and accuracy with desktop maintenance services, the NMCC will interface to Unisys Service

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Request Management System (SRMS) for trouble ticketing, dispatch, tracking, and escalation of network events.

The COV Agency electing to use Network Management will connect via the Internet to the NMCC. Those agencies whose edge devices support IPSec56 encryption may have a Virtual Private Network (VPN) configured between their site and the NMCC, or the site may elect to have the NMCC connection run unencrypted.

In designing and implementing network management infrastructures and system administration systems, the Unisys Team's approach to managing systems and networks is highly proactive. Problems are reported by user to the help desk. The help desk determines who is responsible for fixing the problem based on what information can be obtained from the user and the problem is then dispatched to the group believed to be responsible for fixing the problem. Once the network support group has the problem, they begin to use various tools to identify the fault and correct it. This reactive profile means that there could be a significant time delay before a fault is initially isolated. This results in significant loss in performance and productivity within the system.

The Unisys Team has designed a system administration and network management plan that will satisfy all aspects of the Commonwealth's requirements in a cost- effective manner.

C.1.4.2 Unisys e@ction Help Desk Services
Unisys offers a flexible help desk solution that will be tailored to meet the unique needs and expectations of the Commonwealth. Unisys ensures consistent help desk service, irrespective of end user location, department, or problem. The Single Point of Contact (SPOC) process eliminates guesswork about the problem and who to call for service -- there is a single point to call for problem resolution/referral. Integrated processes using a SPOC will result in:

- Continuous service improvement
- Increases end user productivity by reduced peer-to-peer involvement
  activities related to problem support
- Increases end user satisfaction
- Reducing the total cost of ownership.

Unisys uses of state-of-the-art help desk and service management tools. Unisys systems and processes will deliver services that will provide the

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COV end-users with access to the highest level of technical expertise. Unisys Help Desk services will result in a faster and more professional handling of problems with minimal downtime or disruption for the user.

The Unisys infrastructure integrates these services, using common systems, tools, and processes with Unisys Help Desk Services as the Single Point of Contact (SPOC), offering COV Agencies a total desktop management solution, on a statewide basis.

The integrated services process will begin with the end user call to the COV Help Desk. Service events can also be generated by the end user through the web interface, selfhelpdesk.com. For all service events, an incident report is created in HelpTRAK ™ . In those cases where Help Desk diagnosis determines that the problem resolution requires support through processes managed outside the Help Desk, an on-site service request will be opened immediately.

Service tickets for Unisys managed activities such as Break/fix and IMAC will be electronically passed to the Unisys SureTrack II call placement system. This service request is then instantly routed through to the Service Request Management System (SRMS), the global call dispatch system, to the Unisys Action Center. This process ensures the highest first call fix percentages can be obtained thus eliminating unnecessary down time for the end user.

C.1.4.3: Architectural and Technology Roadmap Services
Unisys Architectural Services Organization's services will benefit COV Agencies and Institutions in developing and deploying technology initiatives that will address their business issues/drivers. These services are known collectively as the *Technology Roadma*p. These services naturally compliment and extend the core Unisys Seat Management Services.

The Unisys Architectural Services Organization (ASO) team works in conjunction with a team from the COV Agency to define the business issues and current IT infrastructure, along with pertinent technical issues. The *Technology Roadmap* will recommend the appropriate architecture and the use of current and new technologies to support the COV Agency in its development of a framework for the planning, development, and implementation of enabling technologies.
These recommendations will be provided in a detailed, custom *Technology Roadmap* document, which the COV Agency can adopt as the basis for planning and deployment.

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Scope

The *Technology Roadmap* Service engagement will provide a qualitative analysis of our client's application and technology environments based on Unisys proven Six-Phase process:

- Project Definition/Analysis
- Discovery
- Research and Development
- Solution Definition
- Document Development
- Review/Revise

The process is designed to identify and prioritize our customer's business issues, and identify and map the appropriate technologies and architectures that will address those issues.

C. 2   Basic Seat Management Services Computer Platforms

Configurations for Desktop General Purpose User (DG), Desktop Engineering and Scientific User (DW), Portable General User (PG), Portable Engineering and Scientific User (PW), and Server (S) are included in a separate document. **(See COV_HP_Dell Pricing Document)**

C.3   Basic Seat Management Services Standard Software

- Operating System (Desktop and Portable):   MS Windows 9x and 2xxx families, currently Windows 98 Second Edition and Windows 2000 Professional
- Operterating System (Server):   MS Windows 2xxx family, currentlyu Windows 2000 Advanced Server 25-CAL
- Drivers: All drivers

C.4   Planning

    <u>*C.4.1: Basic*</u>
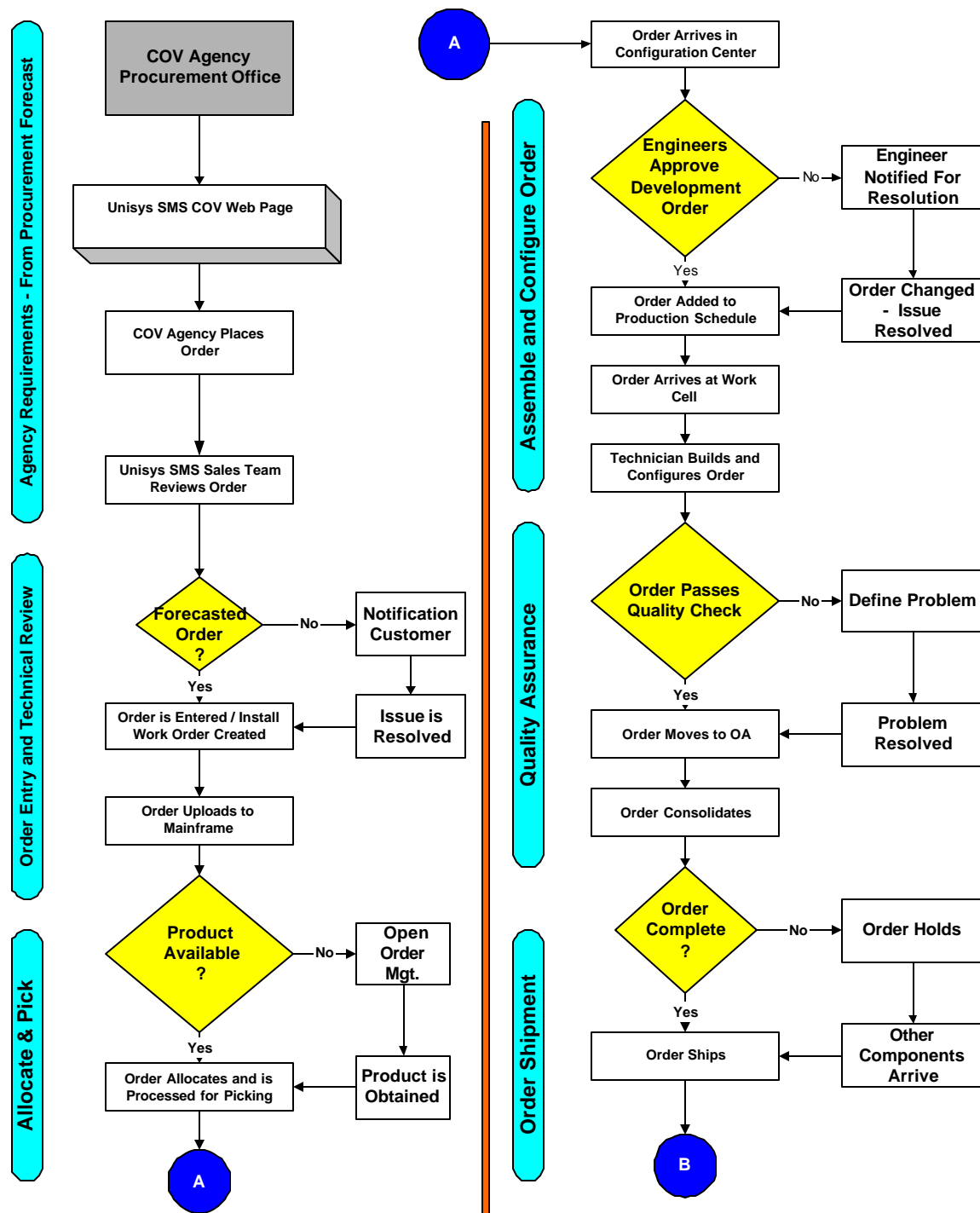
30

<u>*C.4.2: Enhanced*</u>
<u>*C.4.3: Value-added*</u>

C.5　　**Acquisition**

<u>*C.5.1: Basic*</u>
<u>*C.5.2: Enhanced*</u>
<u>*C.5.3: Value-added*</u>

C.6　　**Installation**

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Installation to Disposal Process

Agency Requirements - From Procurement Forecast

COV Agency Procurement Office

Unisys SMS COV Web Page

COV Agency Places Order

Unisys SMS Sales Team Reviews Order

Order Entry and Technical Review

Forecasted Order ? — No → Notification Customer

Yes ↓

Issue is Resolved

Order is Entered / Install Work Order Created

Order Uploads to Mainframe

Allocate & Pick

Product Available ? — No → Open Order Mgt.

Yes ↓

Product is Obtained

Order Allocates and is Processed for Picking

(A)

Assemble and Configure Order

(A) → Order Arrives in Configuration Center

Engineers Approve Development Order — No → Engineer Notified For Resolution

Yes ↓

Order Changed - Issue Resolved

Order Added to Production Schedule

Order Arrives at Work Cell

Technician Builds and Configures Order

Quality Assurance

Order Passes Quality Check — No → Define Problem

Yes ↓

Problem Resolved

Order Moves to OA

Order Consolidates

Order Shipment

Order Complete ? — No → Order Holds

Yes ↓

Other Components Arrive

Order Ships

(B)

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Installation to Disposal Process

A

B

Receive & Stage

Product Received on Site / Product Staged by User ID

↓

Technicians Arrive On-Site

↓

Received Complete — No → Tech Notifies Action Center

↓ Yes ↓

De-Installation - Installation Process

System is Unboxed and Assembled ← Issue is Resolved

↓

Technician Delivers to End User Desk

↓

Backup CUSTDATA Directory

↓

De-Install Old System

↓

Install New System Logon To Network

↓

Transfer CUSTDATA to New System

↓

Run Installation Script(s) - Config Network & Test Network Connections

↓

Capture Asset Mgt.. Data Pack up Old System / Ship To Unisys Disposal Area

↓

B

Receive, Clean & Inventory

Systems Received at Disposal Area

↓

Received Complete — No → Tech Notifies Action Center

↓ Yes ↓

Systems Unboxed and Inventoried ← Issue is Resolved

↓

Clean Hard Drive Erase all Data

↓

Determine Disposition

↓

Disposal, Contribution, Employee Purchase

↓

Ship to Final Destination

↓

Record Disposal in Fixed Asset System

↓

Final Disposition

End

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C.7   Training

Training is an optional SMS offering. Our Training plan includes the following phases: planning, scheduling, and implementing. Both the COV Agency and the Unisys SMS Team will work closely together during each phase.

C.7.1: Basic
During the planning phase, the client performs a Needs Analysis Report. This report identifies existing employee skills and the expected training to further enhance these skills. The client and the Unisys SMS Team review the document and appropriate courses are selected.   The Unisys SMS Team makes recommendations for course media based on the Needs Analysis Report. Possible media includes but is not limited to instructor-based classroom courses, web-based applications, and self-study CD-ROMs. The client makes the final decision on media, and the Unisys SMS Team creates a basic course outline. Next, the client presents the Unisys SMS Team with a list of requested dates for each course. The Unisys SMS Team will schedule courses on or near the desired dates. A finalized schedule will be mutually agreed upon. Clients will then attend their training courses and complete an evaluation survey at the end of their session.

C.8   Support

C.9   Management

C.9.1: At the COV Agency Level
Unisys will form a Team consisting of a Project Manager, managers, and technical consultants who will work directly with the COV Agency Team members for the term of the project. The Unisys project staff will be fully qualified to perform the project implementation plans for the COV Agency. A Unisys Project Manager will head the project. The Unisys Project Manager will have the responsibility for the successful completion of the project. The Team will include hardware and software technology analysts.

The Unisys Project Manager will:
- Conduct periodic reviews during the course of the engagement.
- The Unisys Project Manager will be responsible for creating the final detail implementation plan with the COV Agency Team members and overseeing of the successful implementation effort.
- The Project Manager will oversee the implementation, coordinate all activities, and report to the COV Agency.

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- The PM will provide written progress reports in the form of Gantt charts and a narrative description of the progress of the implementation and any related issues to the COV Agency.

To facilitate the management processes, the Unisys Project Team organization is direct, with open lines of communication among all the project members. Each Team member has a direct reporting relationship to the Project Manager. Also, the PM will establish lateral communication lines with counterpart positions in the COV Agency.

The Unisys Project Manager will be the "Primary" interface to the designated COV Agency personnel and responsible for the coordination of all resources. The Unisys project manager will have total responsibility for the successful implementation of the project. Critical to the successful completion of the project are the capabilities of the Project Manager to provide a central point of contact to coordinate COV Agency, Unisys, and Unisys partner's resources. The Project Manager will be empowered to authorize changes, and will be expected to escalate any problems or issues. All roles in the project will be fully defined and clarified to ensure that the project deliverables and milestones are understood and can be efficiently monitored. Working with the COV Agency personnel, the project manager will coordinate and monitor all Unisys and COV Agency efforts related to this project.

C.9.2: Unisys SMS Program Team At the COV SMS Program Level

To maintain the quality of services on the contract, each Project Manager will report progress directly to the Unisys Program Director. The Unisys Program Director is the senior staff member on the Project Team and will provide the overall continuity to the COV Agency, from the planning phases to the total implementation. He will coordinate all activities between the Unisys Project Team and the COV Agency Team. The Project Director has the ultimate responsibility for all matters, including those of a financial, operational or organizational nature. The Project Manager will produce regular status reports.

The other team members will have the ultimate responsibility for all technology matters, including those of an integration nature. In addition, they will be responsible for identifying and acquiring the necessary specialist, technical, and other resources necessary for the project at the right time. They will facilitate and coordinate all the technical activities of the Implementation Plan. These individuals will monitor and review all technical approaches, providing continuity in the overall approach. These individuals are the technical architects and will help with the transition from the existing agencies architecture.

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C.10   Disposal

C.11   Integrated Solution Services

C.12   Labor Category Descriptions

<u>**Consultant**</u>

Individuals in the Consultant function work on billable engagements to provide support, advice and guidance on the correct application of a solution or technique. Consultants design, develop and implement solutions by using standard methods, techniques and tools applicable to the area in which they are working. Their assignments range in complexity from basic analysis and problem solving to developing recommendations for complete business solutions or technical applications.

<u>**Integration/Systems Architect**</u>

Individuals in the Architect function work within and across practices and organizations to design leading-edge technology or application solutions that result in profitable revenue growth for Unisys. Architects conceptualize, architect, design, implement and support integrated solutions for client engagements. After translating proposed client solutions into appropriate architecture or application alternatives (Unisys and/or third party), Architects convert the requirements into a design which incorporates the most appropriate platform, database, networks, etc. to meet the solution requirements.

<u>**Project Manager**</u>

Individuals in the Project Management function provide team leadership and creativity in the development and implementation of services engagements. They work with the client, Principal and project team to plan, develop, organize and monitor the delivery of services. Their responsibilities cut across functional lines in order to bring together at one focal point the management activity required to accomplish the specified goals. Their ultimate measure of success is to deliver high quality solutions, within the planned delivery timelines and budget while achieving high levels of client satisfaction and profitable revenue growth.

<u>**Business Development Manager**</u>

Individuals who work in the Business Development function establish client relationships which result in the sale of Unisys solutions to new and existing clients within and across the organization or Market Sector Group (MSG). Individuals working in this function are the prime focal point in designated account(s) for the coordination of all sales activity. Their focus is to achieve high levels of profitable revenue growth and client satisfaction by coordinating the development of business strategies and account plans.

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Solution Specialist

Individuals in the Solutions Specialist function use their understanding of the client's overall business situation to recommend and implement solutions that enhance the client's competitive advantage and result in profitable revenue growth for Unisys. They provide information technology and business consulting with a specific and deep industry, domain and/or program solution focus. Individuals in this function provide pre- and post-sales consulting services and scoping support in the crafting of integrated business solutions with Unisys and non-Unisys technology.

Principal

Individuals in the Principal function lead the sales, management and/or delivery of replicable services and solutions into targeted high-growth markets for new and existing clients. Principals assume a proactive and direct role for developing and cultivating service opportunities and establishing engagements to ensure profitable revenue growth for Unisys.

C.13   Labor Category Rates

Time & Material Hourly Rates	Hourly Rates
Technical	
Desktop Engineer	$76.50
System/Network Engineer	$112.25
Senior Network Engineer	$130.60
Network Engineer	$86.75
Project Management	
Project Director	$188.75
Project Manager	$147.95
Architect Director	$204.05
Task Manager	$117.35
Systems Architect	$168.35
Integration Architect	$137.75
Administrator	$71.45
Technical Personnel for Network management	**Hourly Rates**
Senior Network Analyst	$ 122.45
Network Analyst	$ 107.15
Junior Network Analyst	$ 86.75
Trainer	$ 81.65
Technical Writer/Editor	$ 81.65
Test Engineer	$ 112.25
Senior Network Technician	$ 130.60
Network Technician	$ 86.75

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Time & Material Hourly Rates	Hourly Rates
Subject Matter Expert I	$ 147.95
Subject Matter Expert II	$ 173.50
Subject Matter Expert III	$ 219.40
Junior Applications Programmer	$ 86.75
Applications Programmer	$ 107.15
Senior Applications Programmer	$ 122.45
Web Developer	$ 117.35
Data Base Administrator	$ 122.45
Data Base Manager	$ 132.65

C.14   Service Levels

C.14.1: Installation Service Levels

The standard SLA for new installations is 5 business days from date of order, provided that the order is placed prior to 11:00 am.

> *For example: If a system is ordered Tuesday morning at 8:30am, it will be due on the customer's desk by the following Monday. If a holiday or catastrophic event / act of God occurs during that timeframe, that length of time is added to the end of the SLA due date.*

> *For example: If an order is placed Tuesday morning at 8:30 am, and a hurricane affects that Thursday and Friday, then two days will be added to the end of the SLA date, which would be the following Wednesday (as opposed to a Monday).*

One exception to the 5-day SLA is the purchase of a new server. Although "standard" servers are forecasted, a SLA is not applicable due to the complexity in procurement and configuration.

C.14.2: Support Service Levels

Maintain the Services and Assets at a Systems Availability level of 95% uptime.

C.15   Compliance Levels

C.15.1: Hardware Compliance Levels

Program Assets Failure Rate (DOA) at installation less than or equal to 3%, for all units delivered, out-of-the box.

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C.15.2: Hardware Test Compliance Levels

Maintain 95% up-time or in-service-time, during any 48 hours, subsequent to acceptance.

C.15.3: Support Compliance Levels

Moves, additions and changes should be completed within 5 days of agency request.

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Appendix D – Roles and Responsibilities

D.1   The Unisys SMS Team

Role	Responsibilities
Program Director	• Principle Liaison to the Customer • Customer Satisfaction • Overall Account Management and Strategic direction of the Engagement • Maintain Account P&L • Management of Day-to-day Operations
Senior Account Executive	• Manages the relationship with the distributor and divisions, in particular focusing on project and special service needs. • Point of contact for new business of special service needs. • Point of contact for escalation of any contract issues.
Program Coordinator	• Management of Program Action Items • SMS Team internal communication i.e. Weekly Activity Reports (WAR) • Program Project Management Plan • Program Risk Management Plan • Program Reports • Day-to-day Program Office Operations
Unisys Project Manager	• Establishment and Deployment of the Computing environment • Initial Resource Staffing Plan/Management • Liaison to the Customer for All Service Delivery issues • Workstation Deployment and Service Support and Related SLAs • Logistics Management/Sparing Plan of on-site Hardware • Deployment Coordination

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Halifax Project Manager	• Provide weekly status reports for performance to SLAs, Installation activity, number of images processed, image configuration management status/Agency, Inventory status • Workstation Deployment and Service Support and Related SLAs • Logistics Management/Sparing Plan of on-site Hardware • Deployment Coordination
Roles	**Responsibilities**
RISI Project Manager	• Provide weekly status reports for Higher Education installation activity, number of Student workstation deployed and service support and related SLAs performance • Logistics Management/Sparing Plan of on-site Hardware • Deployment Coordination • Liaison to the Higher Education Customer for All Service Delivery issues
Client Relationship Executive	• Overall account relationship and responsibility for the success of Unisys sales effort and customer satisfaction • Oversees delivery of the full range of Company products and services to the customers
Halifax Configuration Engineer	• Verify order is built to customer specifications. • Installs image on PC per customer request. • Verify operational stability. • Maintains customer supplied image library. • Assists FSEs and Project Manager with technical issues. • Quality assurance of all products prior to leaving Halifax. • Maintains order status worksheet. Initial point of asset management program by loading Main Control and attaching asset tag.

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Asset Manager	• Liaison to the Customer for all Asset Management related issues • The coordination and installation of asset management applications and related SLAs
Dispatch/Service Delivery Coordinator	• Manage/Monitor IMAC activity for all Agencies • Provide status reports for Open Maintenance Calls, Age of the Call, Date of Call Resolution, Closed Calls • SLA performance • Escalation Processes for Maintenance Calls and Agency IMACS

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D.2   **Department of Technology Planning – Seat Management Office**

D.3   **Department of Information Technology**

D.4   **Ordering Agencies and Other Authorized Users**

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Appendix E – Product Demonstrations

E.1   The Unisys SMS Team SMS Hardware Product Demonstrations

E.2   Support of DIT Trade Shows

E.3   Samples and Premiums

E.4   Visits to Agencies

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Appendix F – Reporting

Unisys will provide standard service level compliance reports, on a scheduled basis, to clients through their assigned Unisys Program Manager. These reports are typically provided on a monthly basis in standard format. The Unisys reporting system provides captured data that may be re-formatted into custom reports. This is real time data collected at the time of the service event, in comprehensive detail. This information documents the number of calls placed by location, the response time and indicates whether the SLA was met. Data integrity is protected by the use of mandatory fields at the time of input. The data is made available to COV in a 13-month rolling history format. If additional detail is requested, or if more frequent reports are required, or if non-standard SLA's are in the agreement then Unisys charges an additional fee for the tailored reports. This charge is based on the complexity of the report and the frequency requested.

F.1   Inventory Report

During the install process, the Unisys installer will collect external data.
The external data to be collected per asset type if available, applicable, and/or accessible, is as follows:

End User Information:
- Name
- Employee #
- Address (City, State)
- Telephone #
- Building, Floor, Cost Center, Location ID, Department, Shared Asset (Y/N) Status (active/inactive)

Equipment Information:
- Manufacturer
- Model Name/Number
- Asset Tag
- Serial Number

Unisys will also install an inventory tracking application capable of tracking IT assets and configurations. This application will allow a periodic or on demand inventory scan. This application will be installed on the appropriate server platform connected to the COV Agency's current network. Periodic Autoscans will be scheduled at a frequency established by the COV Agency.

The information collected from the Autoscan will be entered into a master database on completion of each scan. The information collected from the internal and external methods will be entered into a master database along with other pertinent information

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such as software licenses information, install date, warranty end date, and refresh-
scheduled date. This information will be updated upon completion of an authorized MAC
activity or service call action.

Periodic reports will be developed and distributed to members of the COV
Agency as determined by the COV Agency. The management of the COV
Agency will determine the frequency, format, and elements of the reports.

F.2   Meetings

A monthly review will be held with each individual COV Agency to review the previous
months service level attainment statistics. During this meeting the Unisys Program Office
will conduct a satisfaction survey to ensure that a high level of COV satisfaction is being
achieved. If any issues arise during this meeting they will be documented and addressed.

Each COV Agency, having a Unisys desktop service-level agreement, is assigned a
Unisys Service Delivery Coordinator (SDC). The SDC's sole responsibility is to manage
service level agreements, utilizing a tool called "SLA Monitor." This tool enables the
SDC to monitor SLAs real-time for each account specific to their area of responsibility.

Our solution provides the Commonwealth with dedicated SDC/s. A service level
achievement management (SLAM) conference call with the Director of
Distributed Computing Support Services is held on a weekly basis. The purpose of this
call is to review service levels by customers and to recommend corrective action, if
required.

F.3   Small, Women-Owned, and Minority-Owned Business Report

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